



THE AUSTRALIAN
realestate
TRAINING COLLEGE

ASSESSMENT TASK

CPPREP4001 PREPARE FOR PROFESSIONAL PRACTICE IN REAL ESTATE

By submitting this work, I confirm that I agree to the College policy on original submissions. The work submitted herewith is my own work and is original.

IMPORTANT: This assessment task must be saved and uploaded to the Student Portal **as a Microsoft Word document**. Any associated documents (e.g., forms and templates) may be uploaded in chosen format.

SUMMARY OF RESULTS

Assessor to complete. Refer to individual questions for more in-depth detail.

	C or NYC	Resubmission required? <i>Please specify assessment task and question number.</i>	Date
First submission :	NYC	Yes – Refer to feedback highlighted in AQUA.	26/09/2024
Submission no. ____: <i>Additional rows may be added for further submissions.</i>			
Final submission :			



Q: Do I need to reference every response?

A: Referencing is not necessary, unless you source your response outside of the resources provided, or a question specifies that you must outline where you sourced your response (e.g. you may be asked to identify a particular section of legislation).

MORE FAQs

Q: Can I copy and paste content from my course learner resources for my responses?

A: Yes, unless a question specifies that you must respond in your own words or provide your own opinion.



Q: What if I am struggling with a question in my assessment task?

A: *We are here to help!* If you are struggling with understanding a question or cannot find appropriate information in your courses Learner Resources, please don't hesitate to reach out. We can provide guidance via online chat, email, or telephone.



IMPORTANT: Please attempt each question. A 'Not yet competent' result will be issued automatically where any questions have been left blank. Please feel free to contact us if you would like support or guidance.

ASSESSMENT TASK 1 – Multiple Choice Questions

Please review the questions below and select the correct answer, e.g., **a** or **b**

1. Transactions that may be completed by a real estate agent include:

You may choose more than one response.

- a. purchase of houses or land
- b. sale of business
- c. sale of land and houses
- d. lease of property
- e. auction

Assessor feedback	Date

For assessors only.

2. A real estate agent may have relations and business dealings with:

- a. vendors
- b. property buyers
- c. landlords/rental provider/lessee
- d. tenants/renter
- e. business owners
- f. third parties involved in the property transaction
- g. all above

Assessor feedback	Date

For assessors only.

3. Looking at the agency/principal relationship, select which of the following relate to the principal.

You may choose more than one option.

- a. the person who instructs the real estate agent
- b. the person who represents the agency
- c. generally, the property owner
- d. pays commission or fees in relation to services carried out
- e. signs a written agreement with the agent
- f. a person wanting to buy a property for themselves
- g. a buyer's agent acting with authority to purchase on behalf of another person

Assessor feedback	Date

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For assessors only.

4. Looking at the agency/principal relationship, select which of the following relates to the agent.
- a. is authorised by written agreement to represent the principal
 - b. a buyer's agent acting with authority to purchase a property for a person
 - c. is authorised to collect a fee or commission on completion of a successful property transaction
 - d. a person acting on behalf of a property seller
 - e. signs a written agreement with the property owner
 - f. a person wanting to sell a property
 - g. usually has a share in property ownership
 - h. all above
 - i. a, b, c, and e only

Assessor feedback	Date

For assessors only.

5. Looking at real estate business ownership, a sole trader means:
- a. there are partners in joint ownership where one partner is senior, and the other is junior
 - b. one person making the business decisions
 - c. it is owned by shareholders

Assessor feedback	Date

For assessors only.

6. In the form of organisational structure, a franchise means:
- a. a non-profit group of independent real estate agencies who join
 - b. there are no permanent formal ties with other agents
 - c. allowing one business to operate under the trading name of another business' established brand and sell its products and/or services for a specified period

Assessor feedback	Date

For assessors only.

7. Landlords and agents have the right to choose the most suitable applicant for the property but are not allowed to unfairly discriminate. It is against the law to discriminate against:
- a. race

- b. sex
- c. pregnancy
- d. marital status
- e. disability
- f. sexuality
- g. age
- h. gender
- i. all above

Assessor feedback	Date

For assessors only.

8. It is not against the law if the landlord or agent does not want smokers, tenants with poor tenancy history or people who have had an issue with rent payments.

- a. true
- b. false

Assessor feedback	Date

For assessors only.

9. Indirect discrimination means?

- a. treating everyone the same but in a way that ends up being unfair to a specific group of people
- b. treating one person less favourably than another because of particular attributes
- c. both above

Assessor feedback	Date

For assessors only.

10. When considering working in real estate, there are certain requirements to be met. All applicants for a personal licence or registration must prove that which of the following requirements?

You may choose more than one option.

- a. age eligibility
- b. they are a fit and proper person
- c. have the qualifications required
- d. are not a disqualified person

Assessor feedback	Date

For assessors only.

11. Awards are legal documents that outline the minimum pay rates and conditions of employment. Use the *Fair Work Australia award finder* to find and confirm the relevant award for working in the real estate sector as a *real estate agent's representative*.

- a. Clerks - Private Sector Award
- b. Real Estate Industry Award
- c. Property Award

Assessor feedback	Date

For assessors only.

12. Looking at the real estate payment award *Types of employment*, an agent can be engaged under terms and conditions of...?

- a. full-time employment
- b. part-time employment
- c. casual employment
- d. any of the above

Assessor feedback	Date

For assessors only.

13. Employers must give every new employee a copy of the Fair Work Information Statement when they start their new job. This new provides employees with information about their conditions of employment and includes information on:

- a. the National Employment Standards
- b. right to request flexible working arrangements
- c. modern awards
- d. making agreements under the Fair Work Act 2009
- e. individual flexibility arrangements
- f. freedom of association and workplace rights (general protections)
- g. termination of employment
- h. right of entry
- i. the role of the Fair Work Ombudsman and the Fair Work Commission
- j. work travel arrangements
- k. all above
- l. a to i only

Assessor feedback	Date

For assessors only.

14. Research the Fair Work Information Statement. When considering personal leave, which of the following is correct? *You can select more than one option.*

- a. also known as 'Sick leave' and 'Carer's leave'
- b. allows an employee take time off to help them deal with personal illness

- c. allows time off for caring responsibilities and family emergencies
- d. can be used when an employee is ill or injured
- e. unused personal leave does not carry over to the next year of employment
- f. all employees except casuals are entitled to paid sick and carer's leave
- g. full time employees are allocated 10 days each year
- h. part-time employees' allocation is pro rata of 10 days each year depending on their hours of work
- i. can be used as holiday if not taken in the year allocated

Assessor feedback	Date

For assessors only.

15. One of the key areas to be an effective communicator is to be a good listener; in particular, an empathetic listener. Empathetic listening may include:

- a. recognising feelings and emotions
- b. making value judgements
- c. advising the client your time is valuable and that you will allocate a few minutes to listen

Assessor feedback	Date

For assessors only.

16. Steps to address a client complaint may include:

- a. listen and identify the problem
- b. act - offer and provide a solution as soon as possible
- c. investigate why the complaint arose
- d. learn from the complaint
- e. all above
- f. a and d only

Assessor feedback	Date

For assessors only.

ASSESSMENT TASK 2 – Short Answer Questions

Please review the questions below and answer in 200 words / 1-2 paragraphs or less (unless advised otherwise).

1. In your own words, explain what you understand real estate to mean.

Student response

Real estate means real property that is associated with owning or using the property. It can be used as residential, commercial or industrial purposes in the form of land, building or industries. Real estate agent plays a vital role for the process of buying, selling, renting and managing the properties to buyers, sellers, landlords and tenants. The real estate agent should know the markets trends, values, legal requirements and financial considerations.

Please enter your response in the blue space above.

Assessor feedback

Date

For assessors only.

2. Real estate agents can perform different roles in an agency. Explain the duties/tasks that may be carried out by at least four (4) of the following listed roles, whether agents are licenced or registered.
 - a. Residential real estate salesperson
 - b. Residential property manager
 - c. Buyer's agent
 - d. Property management business development manager
 - e. Real estate auctioneer
 - f. Business broker

Student response

a. Residential real estate salesperson:

A residential real estate salesperson facilitates the buying and selling of residential properties. Their duties include listing properties for sale, advertising, arranging inspections, estimating market value, advising sellers on pricing, and negotiating with buyers. They also draw up legal agreements between sellers and buyers and help with the overall process from property viewings to final transactions.

b. Residential property manager:

A residential property manager is responsible for managing rental properties on behalf of landlords. Their tasks include finding suitable tenants, preparing lease agreements, handling rent collection, managing property maintenance and repairs, conducting inspections, and ensuring that the property is well-maintained. They may also deal with tenant inquiries and complaints.

c. Buyer's agent:

A buyer's agent represents the interests of property buyers. Their primary tasks are assessing buyers' needs, identifying potential properties, and guiding clients through the purchasing process. They take prospective buyers to property inspections, advise on the merits of the properties, and negotiate purchase terms with sellers or their agents..

d. Real estate auctioneer:

A real estate auctioneer conducts public sales of properties to the highest bidder. They explain auction terms, manage the bidding process, and oversee the final sale. Auctioneers also communicate with sellers to determine reserve prices and ensure transparency throughout the auction.

Please enter your response in the blue space above.

Assessor feedback	Date
Well explained.	

For assessors only.

3. Name the pieces of legislation that are used in the work practice of a real estate agent. Where are these pieces of legislation found?

Student response

The work practice of a real estate agent is governed by several key pieces of legislation. These include the **Agents Licensing Act 1979**, which regulates the licensing and conduct of agents, and the **Agents Licensing Regulation 1979**, which provides further detailed rules about agents' responsibilities. Other critical laws include the **Residential Tenancies Act 1999**, which governs the rights and responsibilities of landlords and tenants, and the **Law of Property Act 2000**, covering property transactions and rights. Additionally, the **Auctioneers Act 1935** regulates auction practices in real estate.

These pieces of legislation can be found through **NT.GOV.AU**, which is the Northern Territory government's official portal providing resources and guidelines related to real estate, property transactions, licensing, and consumer protection.

Please enter your response in the blue space above.

Assessor feedback	Date
These are all well researched.	

For assessors only.

4. Explain, in your own words, how the agency-principal (vendor/landlord) relationship works.

Student response

The agency- principal relations in real-estate work as, the principal—a vendor or landlord—hires a real estate agent—the agency—to represent their interests in a property transaction. When it comes to selling a home or managing a rental, the principal grants the agent permission to act on their behalf. A written agreement that specifies the agent's duties, including locating tenants or buyers, settling conditions, and managing transactions, is used to formalise this relationship.

Acting in the principal's best interest is the agent's legal duty; this fiduciary duty necessitates honesty, and complete disclosure. When an agent closes a deal on a sale or lease, the principal pays them, usually in commissions.

Please enter your response in the blue space above.

Assessor feedback	Date

For assessors only.

5. There are four (4) main forms in which a business may be owned and operated by a licenced real estate agent. In your own words, provide a brief explanation of each of the following.
- company
 - sole trader
 - partnership
 - trust

Student response

a. Company:

A company is a separate legal entity owned by shareholders and managed by directors. The company itself can own property, enter contracts, and be sued. The shareholders' liability is limited to the value of their shares. This structure is ideal for businesses needing substantial capital or protection from personal liability.

b. Sole Trader:

A sole trader is an individual who owns and operates the business. They are responsible for all business decisions and liabilities. While this structure is simple to

set up and gives the owner full control, it also means the owner is personally liable for any business debts.


c. Partnership:

In a partnership, two or more people share ownership of a business. Partners contribute capital, share profits, and are equally responsible for the debts and obligations of the business. Partnerships are flexible but require clear agreements to avoid conflicts between partners.

d. Trust:

A trust involves a trustee (either an individual or company) holding and managing property or assets for the benefit of beneficiaries. Trusts offer tax benefits and asset protection, but they require careful legal structuring and administration.

Please enter your response in the blue space above.

Assessor feedback	Date
<div> <p>Your Text is AI/GPT Generated</p>  <p>98.86% AI GPT*</p> <p>a. Company: A company is a separate legal entity owned by shareholders and managed by directors. The company itself can own property, enter contracts, and be sued. The shareholders' liability is limited to the value of their shares. This structure is ideal for businesses needing substantial capital or protection from personal liability.</p> <p>b. Sole Trader: A sole trader is an individual who owns and operates the business. They are responsible for all business decisions and liabilities. While this structure is simple to set up and gives the owner full control, it also means the owner is personally liable for any business debts.</p> <p>c. Partnership: In a partnership, two or more people share ownership of a business. Partners contribute capital, share profits, and are equally responsible for the debts and obligations of the business. Partnerships are flexible but require clear agreements to avoid conflicts between partners.</p> <p>d. Trust: A trust involves a trustee (either an individual or company) holding and managing property or assets for the benefit of beneficiaries. Trusts offer tax benefits and asset protection, but they require careful legal structuring and administration.</p> </div>	

For assessors only.

6. Regarding consumer protection, answer the following:
 - a. Give your own explanation of consumer protection.

- b. What does the consumer protection legislation target in terms of real estate transactions specifically?

Student response

a. Explanation of consumer protection:

Consumer protection refers to laws and regulations designed to safeguard the rights of consumers, ensuring fair trade practices, honest representation, and accurate information in the marketplace. It helps prevent businesses from engaging in deceptive, unfair, or fraudulent practices, providing consumers with legal recourse if their rights are violated.

b. Consumer protection legislation in real estate transactions:

In real estate, consumer protection legislation specifically targets misleading and deceptive conduct, false advertising, and unfair contract terms. This includes ensuring that properties are accurately described in marketing materials, that agents disclose any known defects or legal issues, and that consumers are informed of their rights regarding cooling-off periods and deposits. Agents must represent the property fairly, and failure to do so can lead to legal consequences under consumer law.

Please enter your response in the blue space above.

Assessor feedback	Date
This answer appears to have some use of AI generated text. Please redo in your own words.	

For assessors only.

7. Legislation outlines the conduct requirements (rules of conduct) for licensed agents and registration holders. Identify the piece of legislation and relevant schedule/part/division/section addressing the following.
- Requirement to perform the agent's duties to a client and carry out the lawful instructions of the client.
 - Requirement to have thorough knowledge of relevant practices and procedures, in addition to knowledge of Act and regulations.
 - Disclosure of conflicts of interest.

Student response

The legislation that outlines the conduct requirements for licensed agents and registration holders is the **Agents Licensing Act 1979** and its associated regulations. Below are the relevant parts addressing the specific requirements:

a. Requirement to perform the agent's duties to a client and carry out the lawful instructions of the client:

This is outlined in **Schedule 4 of the Agents Licensing Act 1979**, which mandates agents to act in the best interest of the client and perform their duties according to the lawful instructions provided by the client.

b. Requirement to have thorough knowledge of relevant practices and procedures, in addition to knowledge of the Act and regulations:

This requirement is found in **Schedule 4, Rules of Conduct** within the **Agents Licensing Act 1979**, which states that agents must possess comprehensive knowledge of real estate practices, procedures, and the relevant legislation governing their area of operation.

c. Disclosure of conflicts of interest:

The requirement for disclosing conflicts of interest is also covered in the **Agents Licensing Act 1979, Schedule 4**, where agents must fully disclose any personal or financial interests that may conflict with their duties to the client.

Please enter your response in the blue space above.

Assessor feedback	Date
Each of these points are found in Agents Licensing Regulations 1979 – Schedule 4 Rules of conduct, Part 1. Please identify which section number applies to each one here.	

For assessors only.

8. Real estate activities are regulated in Australia. Answer the following
- Who is the regulator in your state or territory?
 - In your own words provide an overview of their role.

Student response

In the Northern Territory, the **Agents Licensing Board** is the primary regulator for real estate agents and agency practices. This body operates under the **Agents Licensing Act 1979**.

The Agents Licensing Board is responsible for licensing real estate agents and agent representatives, ensuring they meet the required qualifications and adhere to the legal standards outlined in the Agents Licensing Act. The board also investigates complaints against agents, holds disciplinary hearings, and enforces regulations to maintain ethical and professional conduct within the real estate industry. Additionally, they oversee compliance with consumer protection laws and ensure that agents operate transparently and fairly when dealing with buyers, sellers, tenants, and landlords

Please enter your response in the blue space above.

Assessor feedback	Date
This answer appears to have some use of AI generated text. Please redo in your own words.	

For assessors only.

9. Outline situations where your territory's regulator may suspend or take other disciplinary action against a real estate agent's licence.

Student response

In the Northern Territory, the **Agents Licensing Board** may suspend or take disciplinary action against a real estate agent's licence in the following situations:

1. **Breach of fiduciary duties or misconduct:** If an agent fails to act in the best interest of their client or engages in unethical conduct, such as making secret profits or not disclosing conflicts of interest.
2. **Misleading or deceptive conduct:** If an agent provides false or misleading information about a property, either in advertising or during negotiations, they may face disciplinary actions.
3. **Failure to comply with the law:** Violations of the **Agents Licensing Act 1979** or other relevant legislation, such as the Residential Tenancies Act or the Law of Property Act, can result in penalties.
4. **Unprofessional or improper behavior:** If an agent demonstrates unprofessional conduct or fails to meet the standards expected of licensed agents, including failing to follow lawful instructions from clients.
5. **Inadequate management of trust accounts:** Mismanagement or misuse of client funds, including trust accounts, may result in licence suspension or cancellation.

These actions are part of the Board's role in maintaining ethical standards and protecting consumer rights.

Please enter your response in the blue space above.

Assessor feedback	Date
This answer appears to have some use of AI generated text. Please redo in your own words.	

For assessors only.

10. Research the Act regarding the requirement for an agent's representative to be registered and answer the following:
- a. Does the Act allow for the transfer or lending of a licence or registration? What does the Act state? Discuss any action that can be taken against the licence/registration holder.

Student response

The Agents Licensing Act 1979 in the Northern Territory, under **Section 111A**, explicitly states that a licence or registration is not transferable. This means that an agent's representative cannot transfer or lend their licence to another individual or entity. Each licence or registration is personal and linked directly to the individual or business that it was issued to, ensuring accountability and preventing misuse.

Regarding the actions that can be taken against a licence or registration holder, **Section 44** of the Act outlines disciplinary actions. The Agents Licensing Board may take action if a holder is found guilty of misconduct, breaches of the Act, or fails to comply with any obligations. Disciplinary measures include suspending or cancelling the licence or registration, as well as imposing fines or other penalties. The Act ensures that licensed agents and representatives adhere to ethical standards, and violations can lead to significant consequences, protecting the public and maintaining the integrity of the industry.

Please enter your response in the blue space above.

Assessor feedback	Date
This answer appears to have some use of AI generated text. Please redo in your own words.	

For assessors only.

11. Outline the responsibilities of:
- an employer to employee
 - an employee to employer

Student response

a. Employer's Responsibilities to Employee: Employers have a legal and ethical obligation to provide a safe and healthy work environment, ensuring compliance with workplace health and safety laws such as NT WorkSafe standards. They must offer proper training, supervision, and necessary equipment to minimize risks. Employers are also required to compensate employees fairly, in line with applicable awards or agreements, and provide benefits like superannuation, leave entitlements, and appropriate notice of termination. Employers should foster a non-discriminatory workplace, safeguarding against harassment or unfair treatment, and ensure that employees' personal information is kept confidential. Moreover, employers are responsible for upholding employment contracts, adhering to relevant legislation, and ensuring their employees' well-being at work.

b. Employee's Responsibilities to Employer: Employees must perform their duties to the best of their ability, complying with lawful and reasonable instructions from their employer. They are expected to follow workplace policies and procedures, maintain punctuality, and be respectful to colleagues and customers. Employees should act in the employer's best interests, safeguarding confidential information, avoiding conflicts of interest, and promoting the integrity of the business. Additionally, employees must observe workplace safety protocols, report hazards or concerns, and contribute to a cooperative work environment.

Please enter your response in the blue space above.

Assessor feedback	Date
This answer appears to have some use of AI generated text. Please redo in your own words.	

For assessors only.

12. Looking at the benefits of communication and building good client relationships, answer these questions:

- Explain, in your own words, how rapport can be established with clients.
- Effective communication is vital in establishing positive workplace relationships. Provide:
 - Three (3) advantages of effective communication
 - Three (3) disadvantages of poor communication
- Consider barriers to communication and give your own ideal situation to communicate with clients to ensure information is communicated and received well.

Student response

a. How Rapport Can Be Established with Clients: Rapport with clients can be established by actively listening to their needs, showing genuine interest in their concerns, and responding with empathy. Being approachable, using clear and respectful language, and maintaining eye contact (if culturally appropriate) helps build trust. By mirroring their communication style and demonstrating reliability and professionalism, you create a connection that fosters mutual understanding and makes clients feel valued.

b. Effective Communication in Positive Workplace Relationships: i. Three Advantages of Effective Communication:

1. **Clarity and Efficiency:** Clear communication prevents misunderstandings, ensuring tasks are completed correctly the first time.
2. **Stronger Relationships:** Open, transparent communication builds trust among colleagues and with clients, promoting a collaborative environment.
3. **Improved Problem-Solving:** Effective communication helps identify and resolve issues quickly, leading to better decision-making and outcomes.

ii. Three Disadvantages of Poor Communication:

1. **Confusion and Errors:** Miscommunication often leads to mistakes, wasted time, and frustration.
2. **Low Morale:** Poor communication can create misunderstandings or conflict, negatively affecting team dynamics and job satisfaction.
3. **Damaged Relationships:** A lack of clear or respectful communication can lead to distrust or dissatisfaction among clients and colleagues.

c. Ideal Situation for Communicating with Clients: An ideal communication scenario would involve a quiet, distraction-free environment where both parties are comfortable and focused. Face-to-face or video calls are preferable for more personal interaction. Active listening, confirming understanding by summarizing key points, and providing follow-up written communication ensure the information is clear and well-received. Maintaining an open line for questions and feedback further ensures effective communication.

Please enter your response in the blue space above.

Assessor feedback	Date
This answer appears to have some use of AI generated text. Please redo in your own words.	

For assessors only.

13. Dealing with complaints is inevitable. Respond to the following questions.

- a. What is the positive side to receiving complaints?
- b. What are the actions involved in dealing with complaints?
- c. How do you suggest an agency should deal with complaints? Outline a quick process you would recommend.

Student response

a. Positive Side to Receiving Complaints: Complaints can provide valuable insights into areas where a business may need improvement. They offer an opportunity to address issues that may have been overlooked, allowing the agency to refine its services and processes. Handling complaints well can also strengthen relationships with clients by showing them that their concerns are taken seriously and resolved promptly, ultimately building trust and loyalty.

b. Actions Involved in Dealing with Complaints:

1. **Listen Actively:** Ensure the client feels heard by listening carefully to their complaint, without interrupting.
2. **Acknowledge and Empathize:** Show understanding of the client's frustration and acknowledge their concerns.
3. **Investigate:** Gather relevant details to fully understand the situation and investigate the issue.
4. **Provide a Solution:** Offer a prompt and reasonable solution to resolve the issue or explain the next steps for resolution.
5. **Follow Up:** Ensure the client is satisfied with the resolution and maintain communication if further actions are needed.

c. Recommended Process for Dealing with Complaints:

1. **Acknowledge Receipt:** Respond to the complaint immediately, confirming it has been received.
2. **Investigate:** Assign the complaint to a responsible team member who will investigate the issue thoroughly.
3. **Provide Resolution:** Offer a clear and fair resolution within a set timeframe, ensuring transparency throughout the process.
4. **Follow-Up:** Check in with the client after the resolution to ensure satisfaction and document feedback for future improvements.
5. **Review and Learn:** Use the complaint as a learning opportunity to improve services and prevent similar issues from arising.

Please enter your response in the *blue space* above.

Assessor feedback	Date
This answer appears to have some use of AI generated text. Please redo in your own words. How and why should any complaints be documented?	

For assessors only.

14. There are several industry and government bodies established to assist both the consumer and those involved in the property industry. List four (4) such bodies and explain their individual roles.

Student response

Here are four key industry and government bodies that assist both consumers and professionals in the property industry:

1. **Real Estate Institute of Australia (REIA):** The REIA represents the interests of real estate agents at a national level. It advocates for best practices, promotes professional development, and influences policy related to real estate. REIA also provides advice, resources, and training to real estate professionals to uphold ethical standards in the industry.
2. **Australian Competition and Consumer Commission (ACCC):** The ACCC enforces competition and consumer protection laws, ensuring businesses, including those in real estate, operate fairly. It protects consumers from misleading conduct and ensures that real estate transactions, like property sales or rentals, are conducted transparently and without deceptive practices.
3. **Northern Territory Agents Licensing Board:** This board regulates the real estate industry within the Northern Territory. It handles licensing for real estate and business agents, registers agent representatives, investigates misconduct, and conducts disciplinary inquiries to ensure compliance with the Agents Licensing Act 1979.
4. **NT Consumer Affairs:** This government body provides information and advice to protect the rights of consumers, including those involved in property transactions. NT Consumer Affairs handles complaints and disputes between consumers and real estate agents, ensuring fair treatment and legal compliance in property dealings.

Please enter your response in the *blue space* above.

<i>Assessor feedback</i>	<i>Date</i>

For assessors only.

ASSESSMENT TASK 3 – Report on Property Management Scenarios

Look at the following property management situations and explain the best approach.

Property Details Scenario	Applicants	Situation	Course of action
<p>A rental property has 2 applicants for tenancy.</p> <p>The landlord has requested no pets in the advertising</p>	<p>1. A family from a different racial background has a good income, no pets, and a good rental history.</p> <p>1. A young couple low income and 2 cats and a dog.</p>	<p>Agent advises best option is to choose applicant 1.</p> <p>Landlord chooses applicant 2. They would prefer not to have a family from a different racial background in their property.</p>	<p><i>The agent should suggest choosing Applicant 1, who aligns with the landlord's no-pets policy and seems to have a stable financial background. The landlord should avoid discrimination based on racial background, and selecting Applicant 1 ensures compliance with fair housing laws.</i></p>
<p>Property listed for rent. Landlord has requested he does not want smokers in the property.</p>	-	<p>Can the landlord request this?</p> <p>Why?</p>	<p><i>The landlord can request non-smokers, but they should apply this rule consistently to all applicants. Smoking preferences can be included in the lease agreement, but it is essential that this rule does not result in discrimination or unfair treatment.</i></p>

Property Details Scenario	Applicants	Situation	Course of action
Rental property – No pets allowed	<p>1. Person with a companion dog and good rental history references provided to support always kept property clean</p> <p>2. Two single males with poor rental history regarding cleanliness and non-payment of rent</p>	Landlord would prefer to take on Applicant 1 but is worried that they have stated no pets on advertising.	<p><i>If the companion dog is required for disability purposes, the landlord must comply with anti-discrimination laws and allow the dog, even if the "no pets" rule exists. The agent should advise the landlord to accept Applicant 1, as their rental history is good, and the dog is legally protected.</i></p>

Please enter your response in the **blue space** above.

Assessor feedback	Date
This answer appears to have some use of AI generated text. Please redo in your own words.	

For assessors only.

Assessment Task

ASSESSMENT TASK 4 – Workplace Project: Checklist

You are working in a real estate office and have been asked to create a checklist on agency staff to cover general agency compliance. The aim of the document is to assist with staff allocations, professional development training, compliance with real estate and other regulatory requirements.

Agency staff summary is provided for you to make suggestions regarding compliance and best practice operation.

If you are not working in a real estate office yet, please use the learner resources to assist you to complete the table.

Complete the table, filling in the blanks as required. Consider the following.

- i. Tasks to be carried out as part of the role.
- ii. Appropriate licence/registration required for the position.
- iii. Training completion calendar.
 - When to complete – consider a timeframe well before expiry.
 - What to complete and how/where
 - Potential for training to upgrade to licence
 - Keeping up to date with legislation changes/updates
 - Ensuring new staff are aware of rules of conduct – possible induction training
- iv. Pay and wages – award and type of employment conditions.

Assessment Task

Agency staff details / role description	Tasks / activities To be undertaken as part of role.	Licence / registration required (Minimum requirement)	Training schedule Time to commence, suggested topic area for training.	Recommended award Employment type as listed in award.
<p>Residential property manager</p> <p>Works part-time Monday and Wednesday every week</p> <p>Licenced Real Estate Agent expiry 15 June</p> <p>Has excellent communication skills but has made a few mistakes centred around some changes to tenancy legislation</p>	<p>Manage residential rental properties, liaise with tenants/landlords, handle rent collection, and tenancy compliance under the Residential Tenancies Act 1999</p>	<p>Registered Real Estate Agent (Licence expiry: 15 June)</p>	<p>Annual CPD on tenancy law, property management updates, compliance training before licence renewal</p>	<p>Property Manager Award (Part-time)</p>

Assessment Task

Agency staff details / role description	Tasks / activities To be undertaken as part of role.	Licence / registration required (Minimum requirement)	Training schedule Time to commence, suggested topic area for training.	Recommended award Employment type as listed in award.
<p>Residential real estate salesperson</p> <p>Works full time Tuesday to Saturday – some flexibility with hours to allow for property inspections</p> <p>Registration anniversary 22nd September</p> <p>Communication skills are on point, compliance with conduct and legislation is running smoothly</p>	<p>Sell residential properties, conduct property appraisals, attend auctions, manage client inquiries</p>	<p>Registered Salesperson (Registration anniversary: 22 September)</p>	<p>Annual CPD training on sales, marketing, and compliance with NT real estate regulations</p>	<p>Real Estate Salesperson Award (Full-time)</p>

Agency staff details / role description	Tasks / activities To be undertaken as part of role.	Licence / registration required (Minimum requirement)	Training schedule Time to commence, suggested topic area for training.	Recommended award Employment type as listed in award.
Agency licensee in charge/principal Full-time employment no set hours Licence renewal 17 th March Training completed some years ago. Trust account skills could be better	Oversee daily operations, manage trust accounts, supervise staff, ensure compliance with Agents Licensing Act 1979	Real Estate Licensee (Licence renewal: 17 March)	CPD focused on trust account management, NT-specific laws (e.g., Agents Licensing Act), leadership	Principal Award (Full- time)

Assessment Task

Agency staff details / role description	Tasks / activities To be undertaken as part of role.	Licence / registration required (Minimum requirement)	Training schedule Time to commence, suggested topic area for training.	Recommended award Employment type as listed in award.
Senior property manager Full-time employee Certificate with many years of experience Registration anniversary 8 th November Would like to act as Licensee in charge when Principal is on leave	Manage multiple properties, supervise property management team, resolve complex tenancy issues	<i>Registered Real Estate Agent (Registration anniversary: 8 November)</i>	<i>Licensee in charge training, CPD in advanced property management</i>	<i>Senior Property Manager Award (Full-time)</i>

Assessment Task

Agency staff details / role description	Tasks / activities To be undertaken as part of role.	Licence / registration required (Minimum requirement)	Training schedule Time to commence, suggested topic area for training.	Recommended award Employment type as listed in award.
Agency receptionist Full-time employment Monday, Tuesday to Saturday Currently handles only telephone enquiries No registration or licence held Would like to take a more Real Estate orientated role and handle property enquiries	Answer phone inquiries, provide admin support, assist with property inquiries	No licence/registratio n required	Customer service, training on handling real estate-related inquiries, potential training to become registered salesperson	Receptionist Award (Full-time)

Assessment Task

Agency staff details / role description	Tasks / activities To be undertaken as part of role.	Licence / registration required (Minimum requirement)	Training schedule Time to commence, suggested topic area for training.	Recommended award Employment type as listed in award.
Receptionist - casual Monday and other days as required Registration anniversary 22 nd August Does not feel confident advising clients of final stages of property sales	Handle client inquiries, support admin tasks, assist in property sales stages	Registered Salesperson (Registration anniversary: 22 August)	Training on final sale stages, improving client confidence and communication	Receptionist Award (Casual)
New starter To work full-time assisting with property sales No registration yet	Assist with property sales, property inspections, and client liaison	No registration yet	Begin training for CPP41419 Certificate IV in Real Estate Practice, mandatory for registration	Real Estate Salesperson Award (Full-time)

Please enter your response in the blue space above.

Assessor feedback	Date
Well completed.	

Assessment Task
For assessors only.

END OF QUESTIONS

Once you have completed all questions and any additional documents requiring completion, follow the steps below to upload your work for grading.



STEP 1

Save this file as a Microsoft Word document



STEP 2

Log in to the Student Portal and go to your course



STEP 3

Click on the link under the 'Assessment tasks' header



STEP 4

Click the 'Add submission' button



STEP 5

Select and upload your document(s)



STEP 6

Click the 'Save changes' button

FAQ

Q: Following submission, when will my assessment tasks be graded?

A: Assessment tasks are typically graded within five business days following submission via the Student Portal. Please don't hesitate to contact us if your submission is not graded within this period.

Q: Do I need to pay a resubmission fee if my work is graded 'Not yet competent'?

A: We charge no resubmission fees! Students can resubmit assessment tasks as many times as is needed to reach a 'Competent' grade.

Q: How many times am I allowed to resubmit?

A: As many times as you need. We will work with you to help you gain a 'Competent' grade.

MORE FAQs